

Monique Chachere

North Hollywood, CA | www.moniquechachere.com

STUDENT SERVICES PROFESSIONAL

Outgoing relationship builder with more than 10 years of experience in outreach and recruitment providing brand development and career services in both higher education and private industry. Track record of effectively performing administrative support and program facilitation to achieve positive outcomes. Transitioning from a career in entertainment to utilizing my skills of coaching and training to support students on their academic journey.

Peoplesoft | Degree Works | Qualtrics | Google Suite | Canvas | Tableau | MS Office 365 | Various CRM platforms | Project Management

PROFESSIONAL EXPERIENCE

Peer Student Mentor (Volunteer)

Aug 2022 - Present

Mentor Collective of California, Northridge, CA

- Assist transfer students to connect with the CSUN environment
- Foster a sense of belonging to the campus by answering questions and addressing academic stress, anxiety, or concerns
- Connect students to other campus resources when needed

Intern | Student Outreach Ambassador | Peer Mentor

Sep 2022 - Dec 2022

California State University, Northridge., Northridge, CA

- Developed outreach and recruitment strategies that attracted potential freshman students of color to enroll in CSUN's Bridge to the Future – Black Scholars Matter upcoming fall semester program
- Provided oversight of student assistants including timesheets, coordination, and event training
- Collaborated with campus partners and community-based programs including Food Pantry and Project Rebound to foster student community involvement
- Constructed a campus wide tour in collaboration with 7 academic department and 9 clubs for the recruitment of 75 prospective students to register for Spring 2023
- Visited 2 local high schools (Taft and Hamilton High) and successfully presented B2F BSM program to faculty and seniors garnering onsite intent to apply applications

Staffing Manager / Recruiter

Mar 2019 - Sep 2019

Elevate Staffing, Glendale, CA

- Sourced, hired, and trained brand ambassadors to market creative and compelling human connections with brands across the USA
- Generated leads for clients tracking customer digital experiences
- Streamlined business interactions across multiple accounts including Facebook, Marriott Hotels, Celsius, Spectrum Cable, Mike's Hard Lemonade, Instagram and more
- Spear-headed 43 brand activation trainings across multiple \$100K accounts
- On-boarded 133 new employees for full-cycle recruitments for clients
- Successfully created and implemented 8 original recruitment tactics adopted by the global agency

Career Coach (Freelance)

Jun 2017 - Mar 2019

Mo's Career Notes, Los Angeles, CA

- Coached teen and adult actors in rewriting their entertainment resumes for agent representation and acting role submissions
- Developed career road maps that enable educated decisions about classes and careers strategies including personal branding, self-awareness, interview skills, and entertainment resume consultation

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PROFESSIONAL EXPERIENCE (Continued)

Brand Presenter (Freelance)

Mar 2001 - Mar 2019

Monique Chachere, Las Vegas, NV

- Representing private clients at trade shows as an independent business owner and spokesperson
- Made impactful presentations pitching key product benefits and features while crowd gathering
- ePortfolio of activities available at www.moniquechachere.com

Student Mentor / Life Skills Coach (Volunteer)

Apr 2009 - Aug 2016

Child Focus/Torino Foundation, Las Vegas, NV

- Provided life skills coaching for teens exiting the Las Vegas foster care system in collaboration with the Clark County Social Services Department
- Presented various life skills seminar topics including avoiding credit card scams, grocery store healthy eating, roommate conflict management, and job interviewing techniques

Corporate Customer Care Tier III

Jan 2014 - Jun 2015

Expedia Inc., Las Vegas, NV

- Provided administrative support coaching VIP customers through complicated travel itineraries to resolve issues and negotiate on customer's behalf with vendors
- Navigated GDS software Sabre and Amadeus airline report system
- Educated customers with detailed explanation of vendor rules and restrictions
- Constructed and sold \$100,000 dollar travel Itineraries
- Maintained top 10% of sales representative within my team
- Supported daily contact with 25 airlines and hotels continuing current program expertise

Travel Guide / Shore Excursions Presenter

Sep 2010 - Jan 2014

Holland America Line, Seattle, WA

- Personally educated passengers about tours and shoreside activities using up to 5 persuasive presentations per voyage
- Reached sales targets of \$500,000 to \$1,000,000 per cruise
- Coached 2100 passenger vessels resulted in 69% sales closed on board
- Prepared new tour proposals and inspected for company standard assurance
- 5 sales presentations created alternatives and adjusted as needed

EDUCATION

Master of Science in Counseling & Student Services

Expected: Graduation 2025

California State University - Northridge, Northridge, CA

Bachelor of Arts in Communication Studies

Graduated: December 2022

California State University - Northridge, Northridge, CA

Associate of Arts in Communication Studies

Graduated: June 2021

Los Angeles Valley College, Valley Glen, CA